

# Join us at UHB



Building healthier lives

# Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

**Kind:** the kindness that people show to each other every day

**Connected:** the connections we build with everyone around us

**Bold:** the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,  
Chief Executive Officer

## JOB DESCRIPTION

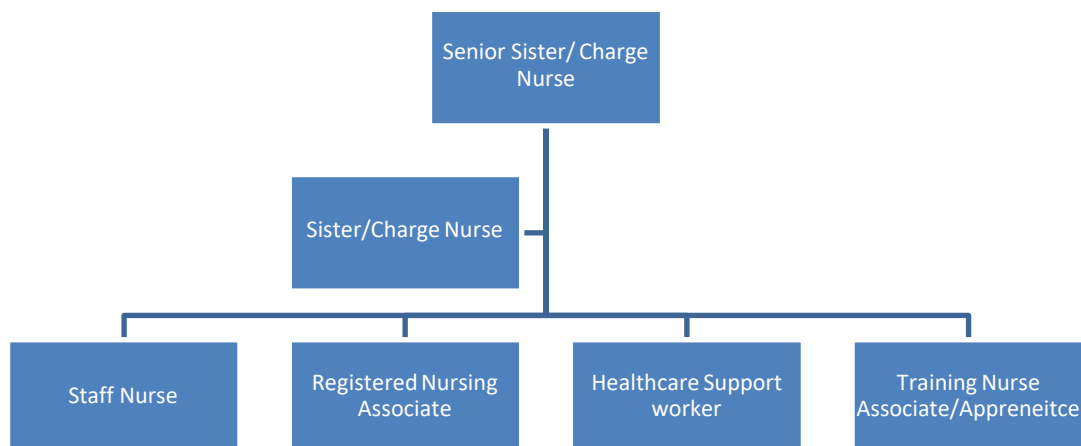
<b>Job Title</b>	Senior Sister/Charge Nurse
<b>Pay Band</b>	7
<b>Department</b>	TBC
<b>Division</b>	TBC
<b>Reports to</b>	Clinical Matron
<b>Professionally Responsible to</b>	Clinical Matron

### JOB SUMMARY

The post holder will have 24-hour responsibility for the effective and efficient operational day to day management of the department / ward, including budget control, clinical governance staff development and training. The post holder is professionally accountable for the maintenance of standards of professional practise and standards of care. They will provide professional clinical leadership within a defined area and provide direction and inspirational leadership to all members within the multi-disciplinary team.

The post holder will undertake and supervise clinical practice, audit, research and teaching to set, monitor and continuously improve standards of care and patient experience. The post holder is accountable for safe, effective clinical practice managing and developing team performance, managing a devolved budget ensuring efficient and effective use of physical and human resources.

### TEAM/DEPARTMENT STRUCTURE CHART



### KEY SKILLS

- The post holder will be professionally accountable for the maintenance of standards and professional practice as set by the NMC Code of Professional Standards of practice and behaviour and relevant professional guidelines,
- To carry overall responsibility for the organisation and management of the ward/ department, including the supervision of students.

- To provide a clear focus for clinical leadership and to be responsible for ensuring the provision of a high standard of holistic, patient-centred care
- To be accountable for co-ordinating patient care, the management of resources and performance of staff
- Use a range of technique to ensure set and monitor standards of clinical practice, audit, research and teaching to set monitor and continually improve standards of care and patient experience.
- Ensure safe and effective clinical practice.
- Enhance patient experience.
- To lead, manage and develop team performance, promote professionalism and trust.
- Ensure the promotion and implementation of flexible and family friendly working in accordance with trust policies.
- Ensure effective delivery of organisational objectives.
- Ensure efficient and effective use of resources, managing a devolved budget.
- Ensure effective capacity management, including effective discharge planning and the utilisation of the discharge lounge.
- Ensure effective succession planning at all Bands.
- Active promotion the Trusts' visions, values and divisional objectives.

## KEY RESPONSIBILITIES

### Clinical leadership and team working

- As a visible, clinical nurse leader, promote team work within a multi-professional environment. Leading and ensuring planning and delivery of care is aligned to the professional values of care, compassion and respect. Demonstrating critical analysis and decision making skills, leading the delivery of consistent high standards of evidence based care, influencing and facilitating change within the ward / department.

### Evidence – based, clinically effective practice

- Responsible for carrying out clinical practice within designated clinical area(s) ensuring that high quality, current evidence based nursing care underpins all actions and interactions with patients.
- Act as a change agent, developing clinically effective practice through effective use and integration of evidence base practice, setting implementing and monitoring evidence based standards of care, policies, procedures and protocols through regular audit. Be accountable in ensuring all clinical/ documentation/ activity and flow audits are completed and submitted in a timely manner , make changes to care delivery as required to sustain and improvement practice standards.
- To achieve and maintain clinical skills and competencies specific to the post / department / role, facilitating others.
- Advise on the promotion of health and the prevention of illness.
- Use professional judgement to intercede and act as patient advocate to clarify plans of care and treatment. Observe changes in patient's attitude, behaviour and emotional state, physiological observations and report/escalate findings other the





relevant health care professionals

### **Continuous quality improvement**

- Ensure a culture of protecting patients from harm and deprivation of basic rights ensuring a safe and effective service with continuous quality improvement. Managing changes and improvement through the use of audit, patient and staff feedback and reflection on practice by self and others.

### **Patient safety**

- Promote a clean and safe environment for staff, patients and visitors by ensuring compliance with legislation / policies and procedures , health care associated infection prevention , clinical governance , including risk management and critical incident reporting. Take steps to act upon and areas of concern or risk.
- Recognise and acts to avoid situations that may be detrimental to the health and wellbeing of patients escalate to Matron as required.
- Have responsibility for the correct administration and custody of medicines according to the Trust Policy to include the safe administration of intravenous drugs, transfusion of blood and blood products where this is a requirement of the clinical area.
- Report incidents and near misses promptly and appropriately take affective action to minimise future risks and document this. Ensure that all risk registers are maintained, provide assurance that investigations have led to systemic changes where these are required and that any changes in practice are actively monitored and sustained. Draw up and support others to draw up action plans to minimise and manage risks. Lead/ support reflective learning from practice, undertaking root cause analysis / clinical and workforce investigations as required.
- Ensure standards of care and record keeping is in accordance with NMC guidelines, Trust and National policies, procedures, standards and guidance.
- Use and promote patient outcome metrics and nurse sensitive indicators to sustain and improve practice with a range of practice areas which include, care delivery, effective clinical assessment and timely administration of medicines. Monitor through audit, outcomes standards of care and take appropriate actions when standards fall below expected levels.

### **To enhance the patients experience**

#### **Co-ordination of the patient journey**

- Ensure effective and efficient patient's journey by supervising the planning and co-ordination of the admissions / discharges, episode of care including the smooth transition to other settings, promoting safe and effective discharge and optimising communication with multi-professional and interagency teams as required. Ensure patients feedback is encouraged and utilised to improve patient experience. This role may be undertaken for one department or as part of working practice across a



number of wards / departments ie: the Emergency Department and CDU / Critical Care.

- Ensure effective handover of patients between shifts / health care professionals using a range of communications aids such as verbal handover/written documentation/referral letters and requests.

### **Clinical Expertise**

- Co-ordinate nursing interventions advise on clinical decisions and monitor the quality of patient care and experience through using expert clinical knowledge relevant to own field of practice, underpinned by theory and experience.

### **Promote a culture of person centred care.**

- Within a multi-disciplinary team environment develop a culture of person centred care .Act as advocate for patients within the areas, to ensure a patient focused approach to the delivery of care.
- Be highly visible within the ward / department, communicating regularly with patients , relative and or carers to promote transparency of services for patients and staff , promote a caring environment which respects individuals values and beliefs and promotes , equality and diversity , and patients are enabled to be partners in their care , management and treatment.
- Use patient and carer feedback to develop and as required change care and services in response to patient experience, complaints and comments. Ensure that staff are aware of concerns and complaints which relate to service provision and learning points/ actions are disseminated.
- Ensure people are treated as individuals and uphold their dignity listening to and responding to their preferences and concerns, respect right to privacy and confidentiality and ensure people are treated equally.

### **Networking**

- Network with peers across professional groups and clinical disciplines sharing knowledge, skills and resources.
- Attend and be a responsible representative at internal and external meetings and disseminate information from the meeting to the team you represent

### **Service Development**

- Work cooperatively in partnership with others in planning, reviewing and developing the service / ward, promoting the involvement of patients /public.
- Take, participate in and contribute to innovation and take a proactive approach to service redesign or review where required, ensure these are linked to organisational priorities and support improved outcomes.



- Lead and support your team through the process of change, demonstrating tenacity, drive, professional integrity, balance and perspective. Be mindful and apply any organisational policies and procedures required.
- Support the development of and be responsible for implementation of new ways of working, updated nursing practice and standards.
- Seek opportunities for personal and team development.

### **Political and strategic awareness**

- Develop and maintain a working knowledge of local, national and professional strategy and policy. Ensure organisational goals are reflected in personal objectives and ward / departmental development plans.
- Contribute to policy and strategy development at departmental and organisational level.

### **Professional**

- Be fully conversant and wholly accountable for his / her practice with the NMC Code of Professional Conduct, Scope of Professional Practice, HCPC Standards of Conduct Performance and Ethics and Standards of Proficiency and associated national guidelines and abide by their guidance
- Take responsibility and maintain professional records for personal and professional updating (portfolio of practice), taking an active involvement in their own professional development review and personal development plan.
- Ensure that their own professional competency document/portfolio containing attainment of skills and practices is regularly updated to support revalidation.
- Take personal responsibility for attendance at mandatory training and updating as per Trust statutory and mandatory training requirements and informs the manager if there is any deviance from training attendance at mandated intervals.
- Adhere to all Trust policies ensuring a high standard of personal and professional behaviour is maintained at all times whilst acting as an ambassador for the trust and a role model to others.

### **BUDGETARY AND RESOURCE MANAGEMENT**

- Act as a visible role model setting and maintaining expected standards of personal behaviour and appearance and ensure effective communication with all members of the multidisciplinary team, patients carers and relatives. Practice in a consistent manner which demonstrates clinical practice skills of the highest standard.
- Lead by example, develop yourself and other staff, influence the way care is provided, be open and responsive to the needs of others. Work alongside staff to support their



development in practice.

- Ensure your team take responsibility for the care they provide, communicate clearly , work cooperatively with others , share skills knowledge and experience with others in a manner which meets the requirements of organisational policies , procedures and guidelines .
- Lead the appraisal process, delegating duties to your deputies as appropriate providing support as and when required and ensuring they have personal development plans.
- Establish and maintain robust communications process within and external to your team. , Organise team meetings at an appropriate frequency, recording and circulating minutes of these, encourage the exchange of ideas and allow staff to contribute to the agenda.
- Take all reasonable care of health and safety at work for you, your team and others and undertake tasks required of a departmental manager in relation to Health & Safety record keeping, risk assessment and aspects of procedural compliance.
- Be proactive in risk assessment, management and mitigation maintains accurate records, manage clinical incident reporting ensuring staff are fed back to.
- Develop and maintain a supportive working relationship with Matron/ immediate professional line manager responsible for the ward / department. Ensure Matron is made aware of changes to circumstances which may affect same competent practice, impact on patient experience or adverse incidents.

## **MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES**

### **Managing the practice setting**

- Manage the practice setting, hold and manage a delegated budget, demonstrate effective use of resources. Comply with Trust standing financial instructions and monitor monthly budget statements. Identifying trends, understanding expenditure, monitor bank/agency staff usage and take steps to stay in budget and plan actions as required.
- Ensure the department has adequate resources / equipment to provide and effective service. Ensure equipment is safe and in working order by ensuring where require proactive and reactive maintenance contracts are in place ie: medical devices aligned to Medical Engineering department.
- Lead workforce planning by monitoring trends and workload through efficient staff rostering. Plan and maintain appropriate staffing levels and skill mix, taking into account role and competence of staff when planning and delegating work.
- Manage a defined team of people ensuring registered health care professionals uphold and maintain professional standards of practice and behaviour.
- Participate in the recruitment of staff. Lead attendance and performance management





of staff ensuring any concerns are identified, reported, actioned in accordance with the relevant Trust policy and procedure.

- To hold exit interviews for all leavers and monitor outcomes.
- Be aware of and take appropriate action in regard of cardiac arrest, fire and major or internal incident.

## RESEARCH AND DEVELOPMENT

- Motivate, develop and support the learning and development of all staff including support staff, including mandatory and statutory training and education.
- Create a learning environment that supports effective learning for staff / students including provision of clear induction and orientation programmes for newly appointed staff. Utilise a range of support strategies, including mentoring, coaching and supervision to facilitate staff development and capability .Take responsibility for the ongoing monitoring of training records for the team in conjunction with the Clinical Education team.
- Participate in a training needs analysis to support standards of care and practice
- Teach as required using proven and credible methods.

## EFFORT

## TRUST VISION & VALUES

### **DO NOT AMEND THIS SECTION**

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

**Kind:** The kindness that people show to each other every day

**Connected:** The connections we build with everyone around us

**Bold:** The ability to be bold in how we think, speak and act

## ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: .....



## PERSON SPECIFICATION

JOB TITLE:	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Registered Adult Nurse on NMC register</li> </ul> <p><i>Completion of a relevant post registration specialist course or experience, e.g. critical care, or specialist pathway pertaining to clinical area to be confirmed at advert )</i></p>	<ul style="list-style-type: none"> <li>Health care management / Leadership Qualification</li> </ul>
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Professional Portfolio which demonstrates continuing professional development, evidence of ability to maintain professional registration</li> <li>Substantial relevant and recent clinical experience within a complex health care setting or Acute NHS setting working as a deputy Manager Band 6 position including the supervision and education of junior staff/ students .</li> <li>Can demonstrate understanding / experience / in practice based supervision / assessment as detailed in the Nursing &amp; Midwifery Council ( NMC ) standards for student supervision and assessment</li> <li>Demonstrable current, recent experience of team leadership and management within the healthcare setting.</li> <li>Demonstrable understanding of the management responsibility for pay and non-pay resources associated with the clinical service.</li> <li>Evidence of effective multi-professional working.</li> <li>Experience of being a mentor</li> <li>Demonstration of a significant contribution to innovative practice or change management</li> <li>Experience in interviewing and selection of staff</li> <li>Experience in learning from incidents /complaints and supporting changes in practice</li> <li>Demonstrate an ability, experience, passion in the following areas. (E )</li> </ul> <p>○ Leadership</p>	<ul style="list-style-type: none"> <li></li> </ul>



<ul style="list-style-type: none"> <li>○ Team building</li> <li>○ Managing Resources</li> <li>○ Time management</li> <li>○ Role modelling</li> <li>○ Change management/ clinical developments</li> <li>○ Clinical governance</li> <li>○ Audit and research</li> <li>○ Workforce planning / management</li> <li>○ NHS policy and political awareness</li> <li>○ Knowledge of clinical governance</li> </ul>	
<b>SKILLS &amp; ABILITY</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Demonstrates the key strengths and motivators for relating to others.</li> <li>• Competence in expanded clinical practice associated with the role.</li> <li>• Excellent communication skills both written and verbal.</li> <li>• I.T skills</li> <li>• Proven ability to analyse data and identify data trends</li> <li>• Able to effectively present information to groups /health care professionals.</li> <li>• Ability to work under pressure across competing demands /properties.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>OTHER SPECIFIC REQUIREMENT</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Positive and enthusiastic attitude</li> <li>• Approachable and friendly</li> <li>• Supportive</li> <li>• Flexible</li> <li>• Well organised</li> <li>• Good communicator</li> <li>• Ability to delegate and supervise</li> </ul> <p><b>TBC at appointment</b></p> <ul style="list-style-type: none"> <li>• Willingness to work core shift patterns for the area Monday to Friday with occasional out of hours /weekend working</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Undertake a range of shift patterns to cover 24/7 period when working as part of a peer group with occasions of out of hours / weekend working</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

